## CLAIMS:

What is claimed is:

1. A voice command platform comprising:

a user communication interface for communicating with users via a telecommunications network;

a processor;

an application-processing module executable by the processor to process voice command applications, the voice command applications having navigation points, and the voice command applications defining user-prompts, allowed grammars and application-logic, wherein the processor processes voice command applications during voice command sessions with users;

a user profile store including a navigation history record respectively for each of a plurality of users, the navigation history record for a given user identifying navigation points of voice command applications that the processor has processed during at least one voice command session with the given user.

2. The voice command platform of claim 1, further comprising:

navigation-recording logic executable by the processor to record in the navigation history record for the given user an indication of a navigation point of a voice command application that the processor has processed during a voice command session with the user.



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3. The voice command platform of claim 1, wherein the navigation-recording logic is executable by the processor to record in the navigation history record for the given user each navigation point accessed during the voice command session with the user.

4. The voice command platform of claim 1, further comprising:

session-restore logic executable by the processor to restore a given voice command session with the given user based on the navigation history record for the given user.

5 The voice command platform of claim 4, wherein the session-restore logic is executable by the processor to determine that a system disconnect occurred during the given voice command session, and to thereafter restore the given voice command session.

6. The voice command platform of claim 5, wherein the session-restore logic is further executable by the processor to prompt the user for consent to restore the given voice command session.

7. The voice command platform of claim 5, wherein:

the user profile store includes an indication for the given user indicating that the system disconnect occurred; and

the session-restore logic is executable by the processor to determine, based on the indication, that the system disconnect occurred.



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8. The voice command platform of claim 5, wherein the session-restore logic is executable to restore the given voice command session by a process comprising:

using the navigation history record for the given user to identify a voice command application that the processor was processing at the time the system disconnect occurred; and

loading and executing the voice command application.

9. The voice command platform of claim 5, wherein the navigation history lists navigation points in order of navigation.

10. The voice command platform of claim 4, wherein the session-restore logic is executable to restore the given voice command session for a period of approximately 15 minutes after a system disconnect of the given voice command session.

11. The voice command platform of claim 4, wherein each of a plurality of the voice command applications are VXML applications, and each of a plurality of the navigation points are Universal Resource Indicators.

12. The voice command platform of claim 1, further comprising:

expert-mode-transition logic executable by the processor to automatically transition the given user to expert-mode user status based on the navigation history record for the given user.

13. The voice command platform of claim 12, wherein the expert-mode-transition logic is executable:



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to make a determination, based on the navigation history record for the given user, that the given user has accessed a navigation point at least a threshold number of times; and

to set an expert-mode user flag in a profile record for the user, in response to the determination.

14. The voice command platform of claim 1, wherein the telecommunications network comprises a wireless communications link.

15. In a voice command platform of the type that communicates with users via a telecommunications network and that executes voice command applications during voice command sessions with users, a method comprising:

storing, respectively for each of a plurality of users, a navigation history log indicating navigation points of voice command applications that the platform has executed during at least one voice command session with the user.

16. The method of claim 15, further comprising:

using the navigation history log to restore a previous voice command session with the user.

17. The method of claim 16, wherein using the navigation history log to restore a previous voice command session with the user comprises:

determining that a system disconnect occurred from the previous voice command session;



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identifying, based on the navigation histroy log, a given navigation point of a given voice command application that the platform was executing at the time the system disconnect occurred;

loading the given voice command application from the given navigation point; and

executing the given voice command application.

18. The method of claim 17, further comprising restoring the previous voice command session with the user at the initiation of a subsequent voice command session with the user.

19. The method of claim 18, further comprising prompting the user for consent to restore the previous voice command session.

20. The method of claim 15, further comprising:

using the navigation history log to determine that the user should be automatically transitioned to expert-mode user status; and

automatically transitioning the user to expert-mode user status.

21. The method of claim 20, wherein:

using the navigation history log to determine that the user should be automatically transitioned to expert-mode user status comprises using the navigation history log to determine that the user should be automatically transitioned to expert-mode user status with respect to a given navigation point; and



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automatically transitioning the user to expert-mode user status comprises automatically transitioning the user to expert-mode user status with respect to the given navigation point.

22. The method of claim 20, wherein using the navigation history log to determine that the user should be automatically transitioned to expert-mode user status comprises:

determining, based on the navigation history log, that a given navigation point has been accessed at least a threshold number of times during at least one voice command session with the user; and

responsively determining that the user should be automatically transitioned to expert-mode user status with respect to at least the given navigation point.

23. The method of claim 15, wherein the telecommunications network comprises a wireless communication link.

24. A voice command platform comprising:

a processor;

stored indications, respective for each of a plurality of users, of a use-level of the user and a navigation history of the user; and

logic executable by the processor to switch the use-level of a user from one level to another based on the navigation history of the user.

25. The voice command platform of claim 24, wherein:



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the use-level is selected from the group consisting of (i) expert-mode and (ii) not-expert-mode; and

the logic is executable by the processor to automatically switch the use-level of the user from non-expert mode to expert-mode, based on the navigation history of the user.

26. The voice command platform of claim 23, wherein the logic is further executable by the processor to prompt the user for authority to switch the user's use-level.

27. The voice command platform of claim 23, further comprising:

a voice command application including expert-mode logic and non-expert-mode logic, wherein the processor executes the expert-mode logic when the voice command platform is interacting with a user for whom the user profile store specifies an expert-mode use-level, and the processor executes the not-expert-mode logic when the voice command platform is interacting with a user for whom the user profile store specifies a not-expert-mode use-level.

28. In a voice browser system arranged to execute voice-tag applications and to interface between voice tag applications and users, a method comprising:

maintaining a navigation-history record that indicates a user's navigation history through at least one of the voice-tag applications via the voice browser system;

maintaining a use-mode record that indicates whether the user is an expert-user of the at least one voice-tag application;

automatically setting the use-mode record to indicate that the user is an expert-user of the at least one voice-tag application, based on the navigation-history record; and



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when executing the at least one voice-tag application, interfacing with the user according to the use-mode record.

29. The method of claim 28, wherein the at least one voice-tag application defines a standard set of logic including a standard set of voice prompts and the at least one voice-tag application defines an expert set of logic including an expert set of voice prompts, and wherein interfacing with the given user according to the use-mode record comprises:

making a determination that the use-mode record indicates that the user is an expert-user of the at least one voice-tag application; and

responsive to the determination, executing the expert set of logic rather than the standard set of logic.

30. The method of claim 29, wherein voice prompts of the expert set are shorter in duration than voice prompts of the standard set.

31. The method of claim 29, wherein the standard set of voice prompts includes a voice prompt for a given menu item, and the expert set of voice prompts includes a tone prompt for the given menu item.

32. The method of claim 31, wherein automatically setting the use-mode record to indicate that the user is an expert-user of the at least one voice-tag application, in response to the navigation-history record, comprises:



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determining that the user has accessed the given menu item at least a threshold number of times, and responsively setting the use-mode record to indicate that the user is an expert-user of the at least one voice-tag application.

33. The method of claim 28, wherein the at least one voice-tag application defines a standard prompt for a given menu item and an expert prompt for the given menu item, and wherein interfacing with the given user according to the use-mode record comprises:

making a determination that the use-mode record indicates that the user is an expert-user of the at least one voice-tag application; and

responsive to the determination, executing the expert prompt rather than the standard prompt.

34. The method of claim 33, wherein the expert prompt is shorter in duration than the standard prompt.

35. The method of claim 34, wherein the standard prompt is a voice prompt and the expert prompt is a tone prompt.



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